

L Number	Hits	Search Text	DB	Time stamp
1	3267	Telephone and computer and call and analysis and customer and state	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:56
2	1907	(Telephone and computer and call and analysis and customer and state) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:56
3	78	((Telephone and computer and call and analysis and customer and state) and @ad<20000807) and psychological and state	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:58
4	37	((((Telephone and computer and call and analysis and customer and state) and @ad<20000807) and psychological and state) and icon	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:35
5	31197	Telephone and computer and call and analysis and customer and state and service icon	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:57
6	19254	(Telephone and computer and call and analysis and customer and state and service icon) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:57
7	732	Telephone and computer and call and analysis and customer and state and service and icon	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:57
8	335	(Telephone and computer and call and analysis and customer and state and service and icon) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:33
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10	562	telephone and server and service and customer and (classify or classification) and priority and action	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:33

11 -	157 0	<p>(telephone and server and service and customer and (classify or classification) and priority and action) and @ad<20000807</p> <p>(Telephone and computer and call and analysis and customer and state) and @ad<20010605</p>	<p>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</p> <p>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</p>	<p>2003/09/17 08:33</p> <p>2003/08/21 14:52</p>
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1	3267	Telephone and computer and call and analysis and customer and state	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:56
2	1907	(Telephone and computer and call and analysis and customer and state) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 07:56
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10	562	telephone and server and service and customer and (classify or classification) and priority and action	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:33

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12	5	"telephone service monitoring"	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:21
13	5	"telephone service monitoring" and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:29
14	21445	quality and telephone and service	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:27
15	8980	(quality and telephone and service) and server	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:28
16	761	((quality and telephone and service) and server) and (classification or classify) and priority	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:29
17	237	((((quality and telephone and service) and server) and (classification or classify) and priority) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:31
18	218	(((((quality and telephone and service) and server) and (classification or classify) and priority) and @ad<20000807) and management	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:36
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L Number	Hits	Search Text	DB	Time stamp
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2	391	706/50 and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 14:15
3	497	706/46	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 14:15
4	456	706/46 and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 14:20
5	1140	706/45	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 14:20
6	1024	706/45 and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 14:20